

The Eagle

Newsletter for Veterans, Stakeholders, and Employees of the
Coatesville VA Medical Center



Winter 2019 - 2020

Winter Skin Care

The cold, clear days of winter can bring more than just a rosy glow to the cheeks. It can wreak havoc on our skin making it dry, flaky, and chapped. At the same time, indoor heat takes moisture away from the air and from your skin. You may like to sit by the fire, take long hot showers, or sip on a hot drink but these things strip skin of essential oils and leave it more irritated. Fortunately, we can prevent dry winter skin with the following tips:

- Keep your skin moisturized. Apply a thick moisturizer after bathing to seal the water into the skin.



- Use a humidifier. Adding moisture to the dry winter air helps keep your skin hydrated.
- Lower the thermostat between 68°F to 72°F also helps maintain healthy skin. You can always add a sweater to your wardrobe.
- Limit shower time and temperature. It may be tempting to take a long, steamy shower, but your skin will be much better served with a 5 to 10 minute warm shower. If the water causes your skin to turn red, it is too hot. Washing your hands in cooler water is just as effective at removing germs as warm water and is less irritating to skin.
- The wrong soap can worsen itchy, dry skin. Wash with a fragrance-free, moisturizing cleanser or gel. Look for products specifically labeled "fragrance-free."



- Stay hydrated. You can become dehydrated as the cooler, drier weather can lead to a decreased thirst sensation, causing you to drink less.
- Eat foods with a high-water content. Cucumbers, celery, apples, tomatoes and low-sodium broth-based soups are all great sources of water.

Important Numbers

Medical or mental health emergency

Call 9-1-1 or go to the nearest emergency room

Suicide Prevention Veterans Crisis Line

Call 1-800-273- 8255, Press 1

24-hour Medical Advice

610-384-7711, Press 3

Urgent Care Eligibility Verification

1-833-4VETNOW or 1-833-483-8669

VA Urgent Care Support Line

1-866-620-2071

MISSION Act Benefits

610-384-7711, option 6



U.S. Department of Veterans Affairs

Veterans Health Administration
Coatesville VA Medical Center

New Site for Spring City CBOC Announced



We are happy to announce the selection of a new site for the Spring City CBOC. The new CBOC will be located at 2495 General Armistead Ave in West Norriton, PA. The CBOC will be over 10,000 square feet and will be undergoing extensive construction to the interior and exterior of the building. Project completion is expected to be in FY21.

NO
SMOKING
OR
VAPING
ON
CAMPUS

Volunteer FOCUS

Voluntary Service – Assisting Veterans in Need

Coatesville VA Medical Center has been able to have a

meaningful impact on our Veterans experience this year thanks in a very large part to the time, talent and effort of our volunteer support. 306 regularly scheduled and 2,374 occasional volunteers contributed nearly 41,000 hours to help us meet the needs of our Veterans.

Our Red Coat Ambassadors increase the healthcare experience of our Veterans by providing a friendly greeting to our patients and provide helpful directions, escort and sharing of important information in the clinic areas.

Additionally, DAV drivers ensure those Veterans needing a ride to their healthcare appointment have a reliable option and are a vital extension of the network of people who are helping care for our Veterans.



It is these special volunteers who have chosen to give of their time and be part of our care team that goes a step beyond providing healthcare, and really looks after our Veterans on their way to and from their appointments.

The support from our local service groups and contributors have provided our hospitalized Veterans many recreational activities, hygiene and clothing items. Activity sponsorships provide a constant flow of puzzles, games and events to include Bingo and holiday parties. Their support brings a fun and exciting environment to the inpatient care community at our facility.



Through the generous support of our individual and group donors, we've been able to assist Veterans transitioning to permanent housing with Welcome Cart's of cleaning products, bedding, and household items.

If you are curious about volunteer or sponsorship opportunities at CVAMC please contact Voluntary Service at 610-384-7711 extensions 4228, 4900 or 4272 or by e-mail at Jennifer.Lilly2@va.gov.

Get on Track with Whole Health



We often set personal health goals for ourselves at the beginning of a new year. Our goal at the medical center is to empower and equip our Veterans to take charge of their health and well-being by connecting them to resources available to meet their aspirations of improving their quality of life.

Resolutions are all too often abandoned before they truly get started because we ignore one or more of eight essentials of the Whole Health approach that help us will be successful.

- **Work the body.** Helps with our ability to cope with stress and aids in flexibility, strength, and sexual health.
- **Food and drink.** Provides the energy and nutrition needed to heal and keep the body healthy.
- **Recharging.** Our body and mind bounce back when we set aside the time to relax and sleep.
- **Personal development and independence.** Focusing on your chosen occupation, finances, community involvement, and intellectual experiences helps the mind continue to learn and grow.
- **Family, friends and community.** Healthy relationships require work and are a key component to feeling fulfilled in life.
- **Spiritual and soul connection.** Staying connected with your religious beliefs or spirituality helps us live a purpose-driven life with more peace and harmony that reflects our personal values and beliefs.
- **Power of the mind.** Healthy brain skills, such as meditation and perseverance in managing stress positively impacts the body's health.
- **Physical surroundings.** A healthy surrounding that supports your ability to feel safe and secure is conducive to your well-being.

If you are interested to get on track and could use additional support with any of these eight essential components, let us be part of your journey this year. Call your provider or our Whole Health Coordinator Laura Henry at (610) 384-7111 extension 2835 or e-mail laura.henry2@va.gov.

REMINDER:

Changes to Urgent Care Hours

We are preparing for Phase II of the Urgent Care Center (UCC) operating hours transition. The restructure is a three-phased process.

- We are currently in phase I where the UCC hours of operation are from 7:30 a.m. to 8:00 p.m. weekdays, and 7:30 a.m. to 3:30 p.m. on weekends and closed on Federal holidays.
- Phase II begins January 6, 2020 – UCC hours will be 7:30 a.m. to 5:00 p.m. weekdays, and 7:30 a.m. to Noon on weekends and will be closed on Federal holidays.
- Phase III begins March 2, 2020 – UCC will be open weekdays from 7:30 a.m. to 5:00 p.m. and will be closed on weekends and Federal holidays. This is the final phase. No further changes are expected.

Veterans may contact the 24-hour medical care advice-line with health-related questions at 610-384-7711, Press 3.

During the new hours of operation, UCC will continue to provide walk-in care for urgent, non-life-threatening symptoms such as minor injuries and acute mental or physical illness beyond what can typically be managed in primary care clinics. Our primary care and mental health clinics also have same day appointments available during business hours for unplanned care that is appropriately delivered in those programs.

For more information on UCC operating hours please see our full article in the "Local Features" section of our Website www.coatesville.va.gov.

Looking to make healthy lifestyle changes in 2020? Do you have a goal for weight loss? Join The Coatesville VA MOVE! program, now with a new, interactive curriculum.

MOVE! is a national weight management program designed to help Veterans lose weight & improve their health. The next cycle of classes begin in January 2020. Classes are held one hour per week for 16 weeks.

- Wednesdays, starting January 22, 2020, from 1-2:00 p.m. at the Coatesville VA Medical Center. Please note that these classes are also available virtually through telehealth at the Spring City and Delaware County CBOCs.
- Thursdays, starting January 23, 2020, 9-10:00 a.m. at the Coatesville VA Medical Center. Virtual classes are not available at the CBOCs.

Call today to schedule your MOVE! orientation appointment: 610-383-0239. Virtual MOVE! orientation visits are also available via VA Video Connect.

Experts say the flu shot is one of the best health measures you can take and will keep you from experiencing incapacitating flu symptoms such as a high fever, chills, and a bad cough.

The vaccine isn't just about keeping you healthy. It also protects the people around you and those you love. Adults older than age 50 are considered higher risk.

Get your flu shot at your next appointment, or at the flu shot clinic.

If you receive the flu vaccine from an outside pharmacy other than Walgreen's, the flu documentation needs to be provided to your PACT team.

Walk In Flu Shot Clinic for Veterans

**Coatesville VA Medical Center
Main Campus**

Mon. through Fri. 8 a.m. - 4 p.m.
Wed. 4:00pm. - 6:30 p.m.
Sat. 8 a.m. - 11:30 a.m.
Building 3, Room 144

Delaware County and Spring City Community Based Outpatient Clinics

Mon. through Fri. 8 a.m. - 4 p.m.
1st and 3rd Wed. of the month:
4 p.m. - 6:30 p.m.



Confidential chat at
VeteransCrisisLine.net
or text to **838255**

Coatesville Primary Care Clinic

24 Hour Call Line 610-384-7711

May enter the below numbers at any time during the call

- **Press #1 - Refill Medications**
- **Press #2 - Schedule or Cancel an appointment**
- **Press #3 - Speak to a Registered Nurse for health-related concerns**

Connect with us at
www.coatesville.va.gov and on Facebook



Upcoming Events

- **VHA Health Care: Enrollment & Eligibility Overview** Overview Thursday, January 23, 2020 begins at 7:00 p.m. at the Cochranville United Methodist Church, 92 Church Street in Cochranville, PA 19330
 - ✓ Eligibility & Enrollment: Coordinators are in Building 1, Room 121
 - ✓ Medical Benefits Orientations: are held every 4th Thursday/Monthly 2-4 pm, Building 2, Room 208B
- **UCC Final Phase takes effect March 2, 2020** – UCC will be closed on weekends and Federal holidays and open weekdays from 7:30 a.m. – 5 p.m.

For more details visit our website at
www.coatesville.va.gov or call 610-380-4348

